



## PROVIDER BULLETIN

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### MO HEALTHNET IDENTIFICATION CARDS

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- **MO HEALTHNET IDENTIFICATION CARDS**

In January 2008 the MO HealthNet Division will start issuing white MO HealthNet Identification Cards for participants eligible for MO HealthNet benefits. This MO HealthNet card has a new color and a new look, but it works exactly the same as the red Missouri Medicaid or Missouri MC+ card.

#### SAMPLE

<b>MO HealthNet</b> Department of Social Services			<ul style="list-style-type: none"><li>• You must present this card each time you get medical services.</li><li>• You must tell the provider of services if you have other insurance.</li><li>• Some services may not be covered by MO HealthNet and you may have to pay for services that are not covered.</li></ul>
Name of Participant		Participant Inquiries 1-800-392-2161 OR 1-573-751-6527	Fraud and Abuse 1-573-751-3285 OR <a href="mailto:ASK.MHD@DSS.MO.GOV">ASK.MHD@DSS.MO.GOV</a>
Date of Birth XX-XX-XXXX	MO HealthNet ID Number 999999999	<b>Possession of the card does not certify eligibility or guarantee benefits.</b> <ul style="list-style-type: none"><li>• Restrictions may apply to some participants or for certain services.</li><li>• Services are covered as specified in the Rules and Regulations of the Family Support Division or the MO HealthNet Division.</li><li>• The holder of this card has made an assignment of rights to the Department of Social Services for payment of medical care from a third-party.</li></ul>	
USE BY ANYONE WHOSE NAME IS NOT PRINTED ON THIS CARD IS FRAUDULENT AND SUBJECT TO PROSECUTION UNDER THE LAW			

The red Missouri Medicaid and Missouri MC+ cards previously issued are still valid cards and will continue to be used by MO HealthNet participants who were eligible for coverage prior to January 2008.

Providers should continue to accept the red Medicaid and MC+ cards and are urged to verify eligibility for all participants at the time services are rendered through the Interactive Voice Response (IVR) system at 573/635-8908 or through the MO HealthNet Billing Web site at [www.emomed.com](http://www.emomed.com).

**Provider Bulletins** are available on the MO HealthNet Division (MHD) (Formerly the Division of Medical Services) Web site at <http://dss.mo.gov/mhd/providers/pages/bulletins.htm>. Bulletins will remain on the Provider Bulletins page only until incorporated into the [provider manuals](#) as appropriate, then moved to the Archived Bulletin page.

**MO HealthNet News:** Providers and other interested parties are urged to go to the MHD Web site at <http://dss.missouri.gov/mhd/global/pages/mednewssubscribe.htm> to subscribe to the electronic mailing list to receive automatic notifications of provider bulletins, provider manual updates, and other official MO HealthNet communications via E-mail.

**MO HealthNet Managed Care:** The information contained in this bulletin applies to coverage for:

- MO HealthNet Fee-for-Service
- Services not included in MO HealthNet Managed Care

Questions regarding MO HealthNet Managed Care benefits should be directed to the patient's MO HealthNet Managed Care health plan. Before delivering a service, please check the patient's eligibility status by swiping the MO HealthNet card or by calling the Interactive Voice Response (IVR) System at 573-635-8908 and using Option One.

**Provider Communications Hotline 573-751-2896**